

Transcript: VICTORIA

Taylor-6271140977229824-5786323491799040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, I was calling because I don't know the... I'm, um, trying to put in my insurance info and I don't know my carrier or my member number. Okay. What's the name of the agency you work for? TRC Staffing. And the last four of your Social? 0444. Okay. And your first and last name? Courtney Jackson. All right, um, do you mind verifying your address and date of birth? 6515 Georgetown Drive. Date of birth is August 24th, 1991. And that address is in Columbus, Georgia 31907? I'm sorry, yes, ma'am, it is. Phone number is 706-987-2501? Yes, ma'am. All right. And then email is C-O-B-A-I-N-N-E-T-W-O-R-K@gmail.com? Mm-hmm. Okay. Give me just a few seconds. I can look up your ID card and email it to you. Okay, thank you. You're welcome. I'll be right back. Okay. All right. Thank you so much for holding. So I was able to send that ID card to your email. Okay. Uh, so do I, I have to download it or... 'Cause I'm looking at it. Oh. Yeah, it should be a PDF attached to the email that I sent. You can either download it, you can print it off, or you can forward it over to your provider by email. Uh, give me one second. I, I don't wanna get off the phone. I don't know what I'm doing, 'cause I'm, I'm trying to put in my information as we speak. Um, do I have to sign in? No, sir. On the email, if you're looking at it on your phone, scroll all the way down to the bottom of the email. You should see a PDF file attached to the email. That's your ID card. Okay, there it is. Um, okay. Okay, I think I got it. Okay, I got it. All right, thank you. You're welcome. You have a wonderful day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hey, I was calling because I don't know the... I'm, um, trying to put in my insurance info and I don't know my carrier or my member number.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: TRC Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0444.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Courtney Jackson.

Speaker speaker_1: All righty, um, do you mind verifying your address and date of birth?

Speaker speaker_2: 6515 Georgetown Drive. Date of birth is August 24th, 1991.

Speaker speaker_1: And that address is in Columbus, Georgia 31907?

Speaker speaker_2: I'm sorry, yes, ma'am, it is.

Speaker speaker_1: Phone number is 706-987-2501?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. And then email is C-O-B-A-I-N-N-E-T-W-O-R-K@gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Give me just a few seconds. I can look up your ID card and email it to you.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Thank you so much for holding. So I was able to send that ID card to your email.

Speaker speaker_2: Okay. Uh, so do I, I have to download it or... 'Cause I'm looking at it. Oh.

Speaker speaker_1: Yeah, it should be a PDF attached to the email that I sent. You can either download it, you can print it off, or you can forward it over to your provider by email.

Speaker speaker_2: Uh, give me one second. I, I don't wanna get off the phone. I don't know what I'm doing, 'cause I'm, I'm trying to put in my information as we speak. Um, do I have to sign in?

Speaker speaker_1: No, sir. On the email, if you're looking at it on your phone, scroll all the way down to the bottom of the email. You should see a PDF file attached to the email. That's your ID card.

Speaker speaker_2: Okay, there it is. Um, okay. Okay, I think I got it. Okay, I got it. All right, thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.